

## Electronic Acknowledgement Receipt

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|---------------------------------------------|-----------------------------------------------------------|
| <b>EFS ID:</b>                              | 2789687                                                   |
| <b>Application Number:</b>                  | 09823590                                                  |
| <b>International Application Number:</b>    |                                                           |
| <b>Confirmation Number:</b>                 | 6841                                                      |
| <b>Title of Invention:</b>                  | System and method for multi-channel communication queuing |
| <b>First Named Inventor/Applicant Name:</b> | Anil K. Annadata                                          |
| <b>Customer Number:</b>                     | 60975                                                     |
| <b>Filer:</b>                               | Eric A. Stephenson/Roz Donaldson for Stephen A. Mason     |
| <b>Filer Authorized By:</b>                 | Eric A. Stephenson                                        |
| <b>Attorney Docket Number:</b>              | SBL0001US                                                 |
| <b>Receipt Date:</b>                        | 30-JAN-2008                                               |
| <b>Filing Date:</b>                         | 31-MAR-2001                                               |
| <b>Time Stamp:</b>                          | 15:47:21                                                  |
| <b>Application Type:</b>                    | Utility under 35 USC 111(a)                               |

### Payment information:

|                                                                                                                                                                                                                     |                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| Submitted with Payment                                                                                                                                                                                              | yes             |
| Payment Type                                                                                                                                                                                                        | Deposit Account |
| Payment was successfully received in RAM                                                                                                                                                                            | \$810           |
| RAM confirmation Number                                                                                                                                                                                             | 1029            |
| Deposit Account                                                                                                                                                                                                     | 502306          |
| Authorized User                                                                                                                                                                                                     |                 |
| The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:<br>Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges) |                 |

**File Listing:**

| Document Number                                            | Document Description                               | File Name                         | File Size(Bytes) /Message Digest                   | Multi Part /.zip | Pages (if appl.) |
|------------------------------------------------------------|----------------------------------------------------|-----------------------------------|----------------------------------------------------|------------------|------------------|
| 1                                                          |                                                    | SBL0001US-RCEandAmd1-30-08rdd.pdf | 538644<br>6f734f347240c0fa4f532b838d7c308c191699a5 | yes              | 9                |
| <b>Multipart Description/PDF files in .zip description</b> |                                                    |                                   |                                                    |                  |                  |
|                                                            | <b>Document Description</b>                        |                                   | <b>Start</b>                                       |                  | <b>End</b>       |
|                                                            | Amendment Submitted/Entered with Filing of CPA/RCE |                                   | 1                                                  |                  | 1                |
|                                                            | Claims                                             |                                   | 2                                                  |                  | 6                |
|                                                            | Applicant Arguments/Remarks Made in an Amendment   |                                   | 7                                                  |                  | 8                |
|                                                            | Request for Continued Examination (RCE)            |                                   | 9                                                  |                  | 9                |

**Warnings:****Information:**

|   |                        |              |                                                  |    |   |
|---|------------------------|--------------|--------------------------------------------------|----|---|
| 2 | Fee Worksheet (PTO-06) | fee-info.pdf | 8191<br>5f795a1478a5012a0f117de2873704b4d73a0e4a | no | 2 |
|---|------------------------|--------------|--------------------------------------------------|----|---|

**Warnings:****Information:**

|                                     |        |
|-------------------------------------|--------|
| <b>Total Files Size (in bytes):</b> | 546835 |
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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.